

NATURAL RESOURCES CONSERVATION SERVICE
ATTACHMENT F: LIBRARY-PERFORMANCE STANDARDS-
SOIL CONSERVATIONIST (0457)

(1) MISSION RESULTS

(critical)

Outcomes/Results

- ☒ Conservation Plans
 - Technical Consultation/Planning Assistance
 - Financial Assistance
 - Cost-share incentives /Easement/Grants
 - Stewardship Payments
- ☒ Completed Program Contracts
- ☒ Conservation Practices on the Land
 - Final practice review
- ☒ Follow-up and Maintenance Program for Land users
- ☒ Technical Assistance

Measures

Conservation Plans

- ☐ Number of Conservation plans written vs. the target
- ☐ Utilization of funds allocated vs funds used
- ☐ Feedback from District Conservationist

Completed Program Contracts

- ☐ Percent of contracts implemented within established timeframe
- ☐ Number of contract modifications made for non-compliant contracts
- ☐ Follow-up on non-compliant contracts

Conservation Practices on the Land

- ☐ Percentage of scheduled practices completed within the fiscal year
- ☐ Turnaround time in resolving problems associated with program execution
- ☐ Increased Treated Acreage
- ☐ Number of unaddressed financial and technical requests
- ☐ Responsiveness in resolving partner/land user issues
- ☐ Number of collaborative efforts with local & government organizations
- ☐ Number of contracts modified or canceled due to non-compliant contracts

Practice Certification Review

- ☐ Number of reimbursements made to landowners within established timeframes
- ☐ Timeliness in developing all required documentation
- ☐ Percentage of completed practices without Quality Assurance findings

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Follow-up and Maintenance Program for Land users

- ☐ Number of maintenance reviews performed
- ☐ Percent of land user compliance
- ☐ Percentage of dams compliant with O & M agreements
- ☐ Percent of exceptions

Technical Training

- ☐ Number of or percent of land users served

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☒ Conservation Plans

Performance Standards/Measures

- ✓ Meets 90-100% of program target dates for sign-ups, ranking, selection, applications entered, and fund obligation per National guidance, based on appropriate resources
- ✓ Conservation plans adhere to all applicable NRCS policies, include multiple alternatives, is economically and technically feasible and addresses resource needs

☒ Completed Program Contracts

Performance Standards/Measures

- ✓ Provides technical guidance to producers and land users in completing required documentation (i.e. engineering studies, specifications & paperwork) in accordance with the established guidelines to avoid contract delays that may impact practice implementation
- ✓ Enters all contracts into ProTracts and monitors regularly for problems and delays throughout the fiscal year
- ✓ Monitors program contracts for compliance with program and policy guidelines. Follow-up via communications and correspondence for non-compliant contracts and make recommendation for modifications or cancellations, as appropriate.

☒ Conservation Practices on the Land

Performance Standards/Measures

- ✓ Monitors and follow-up on implementation activities to support attainment of 65% of scheduled contracted practices being implemented by the established project timelines. Keeps management apprised of status changes, issues and variances in meeting timelines
- ✓ Meets 90-100% of annual targets for BPI goals
- ✓ Provides technical assistance to land users, producers and local conservation groups to resolve resource issues to support the implementation of practices. Identifies other technical resources to address questions outside of area of expertise. (i.e. area or state specialist)

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- ✓ Maximizes the utilization of program funds by identifying opportunities to match programs with land user conservation needs
- ✓ Addresses conservation needs and issues by collaborating with local and government organizations
- ✓ Achieves 1% increase in program participation in any one year
- ✓ Accelerates the rate of conservation programs implementation by increasing disbursements of prior year obligations by 15%-20%. Measurement: For all prior year obligations of financial assistance, percent disbursed at the beginning of the fiscal year compared to percent disbursed at the end of the fiscal year. (Data tool: FFIS for all F funds)
- ✓ Manages daily activities and allocated financial resources to ensure that goals are accomplished within budget and meets scheduled deadlines

☒ Practice Certification Review

Performance Standards/Measures

- ✓ Ensures ____% - ____% of practice implementations are completed in accordance with contract requirements
 - ✓ Initiate payment applications within 5 days after producers provide bills/receipts
- ☒ Follow-up and Maintenance Program for Land users
- ✓ Follow-up with partners responsible for dam safety to ensure that dams in their respective districts are assessed and are in compliance with the Operations and Maintenance (O&M) agreements. For all dams that are noncompliant with the O&M agreement, informs management of the noncompliance within 3 days
 - ✓ Collaborates with District Conservationist to improve program effectiveness and efficiencies by implementing all corrective actions identified in conjunction with quality assurance/control reviews within the required timeframe
 - ✓ Conducts maintenance reviews in accordance with conservation contract and NRCS guidelines for all conservation practices implemented within established timeframes

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☒ Technical Assistance

- ✓ Ensures customer's requests are acknowledged and scheduled within ____ business days
- ✓ Demonstrates new technology and tools to land users prior to contract implementation to increase their understanding of available tools
- ✓ Attends training to remain current with technology advances, best practices, new tools and techniques to enhance consulting support provided to constituents

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(2) CUSTOMER SERVICE

(non-critical)

Outcomes/Results

- ☒ Satisfied Customer/Partners
 - Informed Customers
- ☒ Advice, Guidance and Recommendations

Measures

Satisfied Customers/Partners

- ☐ Customer feedback on quality and quantity of information delivered
- ☐ Percent increase in new customers participating in conservation practices over the previous year
- ☐ Response time to request

Advice, Guidance and Recommendations

- ☐ Customer feedback
- ☐ Quality
- ☐ Usefulness

- ☒ Satisfied Customer/Partners

Performance Standards

- ✓ Feedback from Customers indicate that:
 - their needs were understood
 - services/solutions provided addressed their needs
 - NRCS worked collaboratively with them to address their needs
 - they were satisfied with the quality of service delivered
 - they were satisfied with the quantity of information delivered, including that the information provided increased the customers' understanding of NRCS programs
- ✓ Collaborates with District Conservationist to increase the number of relationships with local officials/community groups by _____% during the fiscal year
- ✓ No more than X calls escalated to the next level due to non-responsiveness

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- ✓ Maintains clear communication with customers regarding mutual expectations and follow through. Monitors customer satisfaction

- ☒ Advice, Guidance and Recommendations

Performance Standards/Measures

- ✓ Consistently provides information/advice to customers' that is timely, responsive and accurate. Maintains appropriate rapport with internal and external customers. Develops and establishes working relationships with external organizations as required. Keeps supervisor and/or team leader informed of difficult and/or controversial issues and unique problems. Takes action to effectively solve problems before they have an adverse impact on the organization or other employees
- ✓ Correspondence is addressed and cleared through appropriate channels by established due date(s)
- ✓ Information and data provided is accurate and provided by the expected due date

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(3) EQUAL OPPORTUNITY/CIVIL RIGHTS (EO/CR)

(critical)

Outcome/Results:

- ☒ Outreach Activities
- ☒ Equal access to programs and services for customers
- ☒ Increased Participation of Underserved Landowners
- ☒ Civil Rights Training
- ☒ Safeguarded Personally Identifiable Information

Measures

Outreach Activities

- ☐ Number of new programs launched in respective area as result of outreach activities

Equal access to programs and services for customers

- ☐ Number of programs and financial and technical assistance provided to assist minority farmers/customers

Increased Participation of Underserved Landowners

- ☐ Percent increase in customer participation in Agency programs compared to the previous year

Civil Rights Training

- ☐ Staff Attendance

Safeguarded Personally Identifiable Information

- ☐ Number of PII breaches

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☒ Outreach Activities

Performance Standards/Measures

- ✓ Submits articles, public interest stories and new conservation practices for publication in local and minority newspapers to garner interest in new programs
- ✓ Ensures that all local/district media coverage, press releases and other communications provided are:
 - Generated in a timely manner
 - Informative
 - Effective and pertinent to State issues, programs and new development
- ✓ Conducts various outreach activities at the local level to encourage participation in government farm programs:
 - Educational meetings
 - Field days
 - Technology Workshops

☒ Equal Access To Programs / Services For Customers

Performance Standards/Measures

- ✓ ***Program Delivery*** – Monitors and provides reports to supervisor on the number of land user who participates in Agency programs.
 - Supports and participates in at least two outreach initiatives to ensure all customers receives equal opportunity to access programs, activities, and services consistent with the Agency's Civil Rights Performance Plan and NRCS' Strategic Plan

☒ Increased Participation of Underserved Landowners

Performance Standards/Measures

- ✓ Collaborates with District Conservationist to increase participation and services by 5%-10% in order to accelerate conservation implementation for small farmers, minority and beginning farmers, limited resource and socially disadvantage customers
- ✓ Cooperates with Tribal governments to implement strategies for delivery that meets their needs and establishes government to government relationships as appropriate

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- ✓ Informs producers and land users of funds allocated for underserved customers and provide guidance as to how to obtain them

- ☒ Civil Rights Training

Performance Standards/Measures

- ✓ Completes Civil Rights training by the established deadline

- ☒ Safeguarded Personally Identifiable Information

PII refers to information about an individual maintained by an agency, including, but not limited to, financial transactions, medical history, or criminal history and information which can be used to distinguish or trace an individual's identity, such as their name, social security number, date and place of birth, mother's maiden name, biometric records, etc., including any other personal information which is linked or linkable to an individual.

Performance Standards/Measures

- ✓ Ensures that records containing Social Security Numbers (SNN) are safeguarded when the person's name SSN are combined